

ZA8781

**Flash Eurobarometer 537
(SMEs and Skills Shortages)**

**Country Questionnaire
Malta (English)**

D12 In which (region) is your company headquarers located?
 (LOCAL CODES)
 Don't know 998

D1 What is the main activity of your company?
 (READ OUT MAIN CATEGORIES FIRST, THEN SUBCATEGORIES, ONE ANSWER ONLY)

Industry

Mining and Quarrying 1
 Manufacturing 2
 Electricity, gas, steam and air conditioning supply 3
 Water Supply; sewerage, waste management and remediation activities 4

Construction, transport, ICT

Construction 5
 Transportation and Storage 6
 Information and Communication 7

Trade, accommodation and food services

Wholesale and retail trade; repair of motor vehicles and motorcycles 8
 Accommodation and food service activities 9

Non-public services

Financial and insurance activities 10
 Real estate activities 11
 Professional, scientific and technical activities 12
 Administrative and support service activities 13
 Arts, entertainment and recreation 14
 Other service activities 15
 Activities of households as employers; undifferentiate goods and services producing activities of households for own use 16
 Activities of extraterritorial organisations and bodies 17

Public services

Public administration and defence; compulsory social security 18
 Education 19
 Human health and social work activities 20

Agriculture, Forestry and Fishing

Agriculture, Forestry and Fishing 21

Don't know/No Answer (DO NOT READ OUT) 998

[Stop interview if D1=14 15, 16, 17, 18, 19, 20, 21 or 998]

DX2 What is the size of your company in terms of number of employees? (READ OUT IF NECESSARY, ONE ANSWER ONLY)	
1 to 4 employees	1
5 to 9 employees	2
10 to 49 employees	3
50 to 249 employees	4
250 to 499 employees	5
500 or more employees	6
0 employees, but one or more employees may be hired in the future	7
0 employees and not planning to hire any employees [Stop interview if DX2 = 8]	8
Don't know/No Answer (DO NOT READ OUT) [Stop interview if DX2 = 998]	998
DX2b What is the average age of your employees? (READ OUT, ONE ANSWER ONLY)	
Under 20 years	1
20-29 years	2
30-39 years	3
40-49 years	4
50 or above years	5
Don't know/No Answer (DO NOT READ OUT)	998
Dx2c Do you intend to hire additional people (in addition to your current staff) in the next 12 months? (READ OUT, ONE ANSWER ONLY)	
Yes	1
No	2
Maybe	3
Don't know/No Answer (DO NOT READ OUT)	998
D1=2, 4, 6, 7, 8, 9, 10 or 13 (NACE=C, E, G, H, I, J or M)	
D1b Which of the following categories best describes your company? (READ OUT, ONE ANSWER ONLY)	
Aerospace and defence	1
Agri-food	2
Construction	3
Cultural and creative industries	4
Digital	5
Electronics	6
Energy - renewables	7
Energy intensive industries	8
Health	9
Mobility - Transport - Automotive	10
Proximity (local and short value chains), social economy and civil security	11
Retail	12
Textile	13
Tourism	14
Not applicable (DO NOT READ OUT)	997
Don't know/No Answer (DO NOT READ OUT)	998

D4 Over the past two years, has your company's annual turnover increased, decreased or remained unchanged? (DO NOT READ OUT, ONE ANSWER ONLY)	
Increased	1
Decreased	2
Remained unchanged	3
Not applicable (DO NOT READ OUT)	997
Don't know/No Answer (DO NOT READ OUT)	998
D5 What was your company's total turnover in 2022? ADD, IF NEEDED: If you are not sure, please provide your best estimate. (READ OUT IF NECESSARY, ONE ANSWER ONLY)	
Less than 25,000 euro	
More than 25,000 to 50,000 euro	1
More than 50,000 to 100,000 euro	2
More than 100,000 to 250,000 euro	3
More than 250,000 to 500,000 euro	4
More than 500,000 to 2 million euro	5
More than 2 to 10 million euro	6
More than 10 to 50 million euro	7
More than 50 million euro	8
Don't know/No Answer (DO NOT READ OUT)	9
D3 In what year was your company established? (WRITE DOWN YEAR)	

Don't know/No Answer (DO NOT READ OUT)	9998
D3=9998	
D3b Could you please give me your best estimate using the following categories? (READ OUT, ONE ANSWER ONLY)	
Before 1 January 2013	1
Between 1 January 2013 and 31 December 2017	2
Between 1 January 2018 and 31 December 2021	3
From 1 January 2022 onwards	4
Don't know/No Answer (DO NOT READ OUT)	998
D12b Which of the following best describes the area where your company is located? (READ OUT, ONE ANSWER ONLY)	
A rural area	1
A town with less than 20,000 inhabitants	2
A town/city of 20,000-100,000 inhabitants	3
A city of 100,000-500,000 inhabitants	4
A city over 500,000 inhabitants	5
Don't know/No Answer (DO NOT READ OUT)	998
D13 Are you a member of an industry cluster or another SME business support organisation? (READ OUT, ONE ANSWER ONLY)	
Yes	1
No	2
Don't know/No Answer (DO NOT READ OUT)	998

Q1 Which three of the following problems are currently the most serious ones for your company? (READ OUT, MAX. 3 ANSWERS ALLOWED)	
Limited access to finance, including possibly due to receiving payments late	1
Regulatory obstacles or administrative burden	2
Limited demand for your products or services	3
Unfair competition	4
Limited access to foreign markets	5
Difficulties in finding employees with the right skills	6
Difficulties with digitalisation	7
Making your business more sustainable and environmentally friendly	8
Other (DO NOT READ OUT)	9
None of these (DO NOT READ OUT)	10
Don't know/No Answer (DO NOT READ OUT)	998
Q2 Over the past 24 months, how difficult was it for your company to find and hire staff with the right skills? (READ OUT, ONE ANSWER ONLY)	
Very difficult	1
Slightly difficult	2
Not difficult at all	3
Not relevant. We did not need to hire anyone in the past 24 months.	4
Don't know/No Answer (DO NOT READ OUT)	998
Q3 How long - on average - does it take your company to hire someone with the right skills? (READ OUT, ONE ANSWER ONLY)	
Less than 1 month	1
1 to 2 months	2
3 to 5 months	3
6 to 12 months	4
1 to 2 years	5
More than 2 years	6
Don't know/No Answer (DO NOT READ OUT)	998
Q4 How many positions, in full-time equivalents, currently need to be filled in your company if there were appropriate candidates? (READ OUT, ONE ANSWER ONLY)	
None	1
1	2
2	3
3 to 5	4
6 to 10	5
More than 10	6
Don't know/No Answer (DO NOT READ OUT)	998

Q5 Which qualification/educational levels does your company find the most difficult to recruit? (READ OUT, MAX. 3 ANSWERS ALLOWED)	
Secondary education	1
Bachelor's degree	2
Master's degree	3
PhD	4
Vocational training qualifications (from master level, journeyman down to apprentice level)	5
All levels/no level in specific (DO NOT READ OUT)	6
Don't know/No Answer (DO NOT READ OUT)	998

Q6a Which of the following job roles exist in your company? (READ OUT, MULTIPLE ANSWERS ALLOWED)

IT expert	1
Backroom and administrative staff (accountants, comptrollers, etc.)	2
Human Resource expert	3
Technician (such as lab-workers, mechanics, etc.)	4
Customer care expert (sales professionals, client advisors, receptionists, etc.)	5
R&D expert	6
Marketing expert	7
Other job roles	8
Don't know/No Answer (DO NOT READ OUT)	998

Q6a = 1 to 8

Q6b Does your company face skill shortages for any of these job roles? (READ OUT, MULTIPLE ANSWERS ALLOWED)

IT expert	1
Backroom and administrative staff (accountants, comptrollers, etc.)	2
Human Resource expert	3
Technician (such as lab-workers, mechanics, etc.)	4
Customer care expert (sales professionals, client advisors, receptionists, etc.)	5
R&D expert	6
Marketing expert	7
Other job roles	8
None of these, as your company does no face skill shortages	9
Don't know/No Answer (DO NOT READ OUT)	998

Q2=1 or 2

Q7a What are the main reasons for your company's skill shortages? (READ OUT, MAX. 3 ANSWERS ALLOWED)

Bureaucratic barriers or complex legal requirements	1
Applicants do not have the right qualifications, skills or experience	2
There are few or no applicants	3
Inability to compete with the offers made by other employers in terms of wage, benefits, work flexibility etc.	4
Inability to offer longer-term career prospects	5
Insufficient internal capacity to provide training to staff	6
Large number of your staff retiring	7
Your location not being attractive for potential staff	8
Other reasons (DO NOT READ OUT)	9
Don't know/No Answer (DO NOT READ OUT)	998

Q2=3, 4, 998

Q7b What – in your view – are the main reasons for companies like yours to face skill shortages? You can select up to three reasons. (READ OUT, MAX. 3 ANSWERS ALLOWED)	
Bureaucratic barriers or complex legal requirements	1
Applicants do not have the right qualifications, skills or experience	2
There are few or no applicants	3
Inability to compete with the offers made by other employers in terms of wage, benefits, work flexibility etc.	4
Inability to offer longer-term career prospects	5
Insufficient internal capacity to provide training to staff	6
Large number of their staff retiring	7
Their location not being attractive for potential staff	8
Other reasons (DO NOT READ OUT)	9
Not applicable, companies like theirs are not facing skill shortages (DO NOT READ OUT)	10
Don't know/No Answer (DO NOT READ OUT)	998

Q2=1 or 2

Q8 What impact does the skill shortage have on your company? Please list those impacts of most concern to your company. (READ OUT, MAX. 3 ANSWERS ALLOWED)	
Loss of sales or problems with expanding sales	1
Problems in maintaining product/service quality	2
Increased production costs	3
Reduced productivity	4
Reduced profitability and growth	5
Reduced R&D or reduced innovation activity	6
Increased workload for your existing staff	7
Other (DO NOT READ OUT)	8
Don't know/No Answer (DO NOT READ OUT)	998

Q2=1 or 2

Q9 Do the skill shortages faced by your company have an impact on...? (READ OUT - ONE ANSWER PER LINE)	
Q9_1 Your company's ability to reduce your environmental impact and help reducing climate change	1
Q9_2 Your company's ability to deploy more IT technologies in your operations	2
No impact	1
Negative impact	2
Positive impact (DO NOT READ OUT)	3
Don't know/No Answer (DO NOT READ OUT)	998

Q10 Which of the following statements best describes the deployment of Artificial Intelligence Technologies (AI) in your company over the next 5 years? (READ OUT, ONE ANSWER ONLY)	
You use AI, or you have concrete plans to do so, and you expect a significant impact on your company's skill needs	1
You use AI, or you have concrete plans to do so, but you do not expect a significant impact on your company's skill needs	2
You have no concrete plans to use AI, but in case you would use it, you expect a significant impact on your company's skill needs	3
You have no concrete plans to use AI and you expect no significant impact of AI on your company's skill needs	4
Don't know/No Answer (DO NOT READ OUT)	998
Q11 In the past two years, what measures, if any, has your company taken to address skills shortages? Please choose the three most important ones. (READ OUT, MAX. 3 ANSWERS ALLOWED)	
Abandonment of business/contracts	1
Training/reskilling of the current staff	2
Broadening the candidate pool (e.g. accept other qualifications, diversity management)	3
More retention efforts for current employees (e.g. health promotion for employees)	4
Employer branding/image/personal marketing	5
New recruitment channels (e.g. social media platforms), more advertising	6
Improving working conditions (e.g. better pay, more benefits)	7
Increased use of temporary and/or self-employed workers	8
Use of a headhunter or recruitment agency	9
More intense use of digital technologies to replace human resources	10
Other (DO NOT READ OUT)	11
None of these (DO NOT READ OUT)	12
Don't know/No Answer (DO NOT READ OUT)	998
Q12 In the past two years, what type of external support did your company receive to find skilled staff? Please choose the three most important types of support. (READ OUT, MAX. 3 ANSWERS ALLOWED)	
Support in providing training to your staff (such as training programmes funded by an external entity)	1
Direct subsidies (such as a grant or subsidies given to your company to tackle skill shortages)	2
Indirect subsidies (such as financial credit lines to tackle skill shortages)	3
Consulting and guidance (such as advice or guidance to help navigate legal complexities that are a barrier to tackling skill shortages)	4
Fiscal incentives (such as a tax moratorium, tax deductions for social security or corporate tax, etc.)	5
Other external support	6
Your company did not need external support	7
Your company's applications for external support were turned down	8
Your company could not find suitable external support	9
Don't know/No Answer (DO NOT READ OUT)	998

	Q12= 1, 2, 3, 4, 5, 6 (external support received)	
	Q13 Overall, how effective was the external support received to tackle the skills shortage in your company? (READ OUT, ONE ANSWER ONLY)	
	Very effective	1
	Somewhat effective	2
	Not effective	3
	Don't know/No Answer (DO NOT READ OUT)	998
	Q12= 1, 2, 3, 4, 5, 6 (external support received)	
	Q14 Did you experience any of the following problems with the external support received to tackle the skills shortage in your company? (READ OUT, MAX. 3 ANSWERS ALLOWED)	
	Too bureaucratic	1
	Too expensive	2
	Not adjusted to the needs and circumstances of your company	3
	Too lengthy application process	4
	Insufficient in size	5
	Other (DO NOT READ OUT)	6
	None of these (DO NOT READ OUT)	7
	Don't know/No Answer (DO NOT READ OUT)	998
	Q15 What type of external support would be the most useful for your company to tackle skill shortages? You can select up to three types of support. (READ OUT, MAX. 3 ANSWERS ALLOWED)	
	Training for upskilling (such as upskilling training programmes funded by an external entity)	1
	Direct subsidies (such as a grant or subsidies given to your company to tackle skill shortages)	2
	Indirect subsidies (such as financial credit lines to tackle skill shortages)	3
	Consulting and guidance (such as advice or guidance to help navigate legal complexities that are a barrier to tackling skill shortages)	4
	Fiscal incentives (such as a tax moratorium, tax deductions for social security or corporate tax, etc.)	5
	Improved cooperation with public employment services	6
	Other (DO NOT READ OUT)	7
	Don't know/No Answer (DO NOT READ OUT)	998
	ALL EXCEPT US, UK, CA, JP, MK, TR, IS, CH, NO	
	Q16 Have you tried to hire foreign talent to solve your company's skill shortage? (READ OUT, MULTIPLE ANSWERS ALLOWED)	
	Yes, from other European Union countries	1
	Yes, from countries outside the European Union	2
	No	3
	Don't know/No Answer (DO NOT READ OUT)	998
	ONLY US, UK, CA, JP, MK, TR, IS, CH, NO	
Q16_bis		1
		3
		998

Q16=1 (ALL EXCEPT US, UK, CA, JP, MK, TR, IS, CH, NO)

Q17a Did you experience any problems trying to hire candidates from other European Union countries?

(READ OUT, MAX. 3 ANSWERS ALLOWED)

You had no difficulties hiring candidates from other EU countries	1
Bureaucratic difficulties in your country	2
Bureaucratic difficulties in the country of origin of the applicant	3
Difficulties understanding the skills of the applicant	4
Difficulties getting the professional qualification recognised	5
Language problems	6
Difficulties advertising the vacancy abroad	7
No suitable candidates	8
Candidates withdrew during the recruitment process	9
Your HR department finds it difficult to fully understand the requirements	10
Other problems (DO NOT READ OUT)	11
Don't know/No Answer (DO NOT READ OUT)	998

Q16_bis=1 (ONLY US, UK, CA, JP, MK, TR, IS, CH, NO)

Q17a_bis

	1
	2
	3
	4
	5
	6
	7
	8
	9
	10
	11
	998

Q16=2 and Q16 ne 1 (ALL EXCEPT US, UK, CA, JP, MK, TR, IS, CH, NO)

Q17b Did you experience any problems trying to hire candidates from countries outside the European Union?

(READ OUT, MAX. 3 ANSWERS ALLOWED)

You had no difficulties hiring candidates from non-EU countries	1
Bureaucratic difficulties in your country	2
Bureaucratic difficulties in the country of origin of the applicant	3
Difficulties understanding the skills of the applicant	4
Difficulties getting the professional qualification recognised	5
Language problems	6
Difficulties advertising the vacancy abroad	7
No suitable candidates	8
Candidates withdrew during the recruitment process	9
Your HR department finds it difficult to fully understand the requirements	10
Other problems (DO NOT READ OUT)	11
Don't know/No Answer (DO NOT READ OUT)	998

Q16=3 (ALL EXCEPT US, UK, CA, JP, MK, TR, IS, CH, NO)

Q17c Why did you not try to hire from other European Union countries? (READ OUT, MAX. 3 ANSWERS ALLOWED)

You did not need to hire candidates from the other European Union countries	1
Bureaucratic difficulties in your country	2
Bureaucratic difficulties in the country of origin of the applicant	3
Difficulties understanding the skills of the applicant	4
Difficulties getting the professional qualification recognised	5
Language problems	6
Difficulties advertising the vacancy abroad	7
No suitable candidates	8
Candidates withdrew during the recruitment process	9
Your HR department finds it difficult to fully understand the requirements	10
Other problems (DO NOT READ OUT)	11
Don't know/No Answer (DO NOT READ OUT)	998

Q16_bis=3 (ONLY US, UK, CA, JP, MK, TR, IS, CH, NO)

Q17c_bis

	1
	2
	3
	4
	5
	6
	7
	8
	9
	10
	11
	998

Q18 Have you heard or read anything on the Enterprise Europe Network? (READ OUT, ONE ANSWER ONLY)

Yes	1
No	2
Don't know/No Answer (DO NOT READ OUT)	998